

COMMISSIONERS
KRISTIN K. MAYES – Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000108492

Executive Director

47
400

ARIZONA CORPORATION COMMISSION

ORIGINAL

March 19, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 11 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
MAR 19 2010



AZ CORP COMMISSION
DOCKET CONTROL

2010 MAR 19 P 4:11

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85841

Date: 3/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Wyer J Blackburn**

Account Name: Wyler J Blackburn

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE also SENT TO ALL
COMMISSIONERS*****

REFERENCE: *****AZ AMERICAN *****SUN CITY*****OPPOSED****
DOCKET No. W-01303A-09-0343 & SW-01303A-09-0343

From: WYLER BLACKBURN

Sent: Monday, March 08, 2010 4:12 PM

To: Mayes-WebEmail; Pierce-Web; Kennedy-Web; Newman-Web; Stump-Web

Subject: Rate Consolidation and increases Docket 3 w-01303a-09-0343 AND sw-
01303a-09-0343

As treasurer of Casa Balboa Condo Assn, inc. and an interested resident of Sun City, AZ, I am writing you to let you know I oppose the proposed actions of these bills.

Our Condo Association has six (6) water meters which accomodate twelve (12) buildings and twenty four (24) residents

Arizona-American Water is requesting and increase in the cost of disposing of waste water as determined by the amount of water passing through each water meter, each day. THIS CONCEPT IS NOT FEASIBLE OR FAIR TO CONDO ASSOCIATIONS, WITH LAWNS, since the majority of the waste water is delivered through the lawn irrigation system and directly back into the aqua-fir. Arizona-America water only processes a small portion of water metered to our facility through a sewage disposal system.

I urge each of you to make some serious changes to these requests by Arizona-American Water, even consider trashing the entire request for any increases. FOR HEAVENS SAKE DON,T LET THEM CHARGE YOUR RESIDENTS FOR WASTE WATER THEY DO NOT EVEN HAVE TO PROCESS.

SINCERELY

WYLER J BLACKBURN

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

COL (RET) US ARMY

TREASURER, CASA BALBOA CONDO ASSN, INC.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/19/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/19/2010

Opinion No. 2010 - 85841

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 85837

Date: 3/19/2010

Complaint Description:

08A Rate Case Items - Opposed

08G Consolidation - Opposed

First:

Last:

Complaint By:

Gladys & Robert S

Gordon

Account Name:

Gladys & Robert S Gordon

Home:

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10 *****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ AMERICAN *****SUN CITY*****OPPOSED
W-01303A-09-0343 & SW-01303A-09-0343

-----Original Message-----

From:

Sent: Monday, March 08, 2010 10:33 AM

To: Undisclosed recipients

Subject: water rate district consolidation

We wish to express our strong disagreement to the proposed consolidation of Water Districts as listed in Docket Nos. W-01313A-09-0343- and SW-01303A-09-0343. Sun City has excellent water service with few problems. For Senior Citizens the probable rate increases in water and sewer charges that would be incurred if we are consolidated with other districts are very difficult as we face many increased costs at these times in our lives. Please consider this when ruling on the proposed consolidation request and let us remain a separate district.

Yours sincerely,

Gladys and Robert S. Gordon

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

3/19/10 comments entered for the record and docketed.
End of Comments

Date Completed: 3/19/2010

Opinion No. 2010 - 85837

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85831

Date: 3/18/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Keith**

St John

Account Name: Keith St John & Carol Elliot

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ American*****SUN CITY*****OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: keith e st john [REDACTED]
Sent: Sunday, March 7, 2010 9:51 AM
To: Mayes-WebEmail; Pierce-Web; Kennedy-Web; Newman-Web; Stump-Web
Attachments: scan0001.jpg

Hello:

I am writing this letter to you folks to express our opinion about the "Water & wastewater rate consolidation & increase".

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Before we bought a home here in Sun City we did a lot of homework to make sure that this was what we wanted. We are very happy with our choice and now have a relative buying a home here in Sun City. They also did a lot of homework before deciding. Now we find that you people want us to pay for someone else and the decision that they made. It really ticks us off about the kind of people that will buy a home next to a railroad track then want the tracks removed. Or the people that will buy a home next to an industrial location and complain about the noise, not unlike the people that bought a home in El Mirage and now complain about the noise from the base. We feel sorry for the people in Anthem and Tubuk but this has nothing to do with us. You people are trying to get us to subsidize them for a decision that they made not us. If we make a bad choice we ask no one to shoulder the blame for us and we don't want to pay for their problems.

We would respectfully ask you to turn down this plan. You've got to know that it's wrong!!!! If by chance that we are wrong please let us know what's in this proposal for us besides an increase in our costs to live here.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely Yours

Keith St John & Carol Elliott

Sun City, Arizona
85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/18/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/18/2010

Opinion No. 2010 - 85831

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85830

Date: 3/18/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Lloyd Jenkin

Account Name: Lloyd Jenkin

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ American*****SUN CITY*****OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Kathleen BYWATER
Sent: Saturday, March 6, 2010 2:31 PM
To: Mayes-WebEmail; Kennedy-Web; Stump-Web
Cc: Pierce-Web; Newman-Web
Subject: Sun City Water Rates Hike

I wish to let you know that I am a registered voter and as a resident of Sun City I strongly oppose a water rate hike in Sun City that will result from the proposal by American Water Company. I feel strongly that it is an unwarranted blank check for a greedy utility company.

Sincerely,

Lloyd Jenkin

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/18/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 3/18/2010

Opinion No. 2010 - 85830

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85799

Date: 3/17/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: John Last: Ballou

Account Name: John Ballou

Home: (000) 000-0000

Street: 41704 Laurel Valley Way

Work: (000) 000-0000

City: Phoenix

CBR: jalkb628@hotmail.com

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10*****REFERRED BY CHAIRMAN MAYES' OFFICE*****

REFERENCE: PROPOSED AZ AMERICAN RATE INCREASE*****ANTHEM*****
Docket No. W-01303A-09-0343 & SW-01303A09-0343

From: Lynette and John Ballou [jalkb628@hotmail.com]
Sent: Sunday, February 28, 2010 7:55 PM
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web
Subject: Proposed Anthem water rate increase

My name is John Ballou. My wife and I live at 41704 Laurel Valley Way in Anthen. I would like to voice our strong opinion that the increase is unfair and will put an undeserved burden on Anthem residents. In addition it will further negatively impact our real estate values.

Regards,

John
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/17/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 3/17/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 85799

Carolyn Buck

From: Lynette and John Ballou [jalkb628@hotmail.com]
Sent: Sunday, February 28, 2010 7:55 PM
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web
Subject: Proposed Anthem water rate increase

My name is John Ballou. My wife and I live at 41704 Laurel Valley Way in Anthen. I would like to voice our strong opinion that the increase is unfair and will put an undeserved burden on Anthem residents. In addition it will further negatively impact our real estate values.

Regards,

John

Hotmail: Trusted email with Microsoft's powerful SPAM protection. [Sign up now.](#)

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85802

Date: 3/17/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
Janet & Frank **Matraw**

Account Name: Janet & Frank Matraw

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10 *****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ AMERICAN *****ANTHEM*****OPPOSED
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

From:

Sent: Sunday, February 28, 2010 2:32 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web

Subject: Proposed Anthem Water Rate Increase

My husband and I have been Anthem Country Club homeowners since 2002 when we built a Del Webb home in Anthem, Arizona. We were never given any indication/paperwork or other form of dissemination, that there might be a future water "issue" during our pre-purchase visits. We have bought many properties in California and whenever there was something which might strongly affect the purchaser's decision, such as a Mello-Roos attached to the property under consideration, the prospective buyer was given full disclosure.

We feel that Del Webb misrepresented their real estate offerings with regards to the long term availability, cost and rights to water for the Anthem community development. Of course, Del Webb as a major builder and economic force in Arizona, might have had some cooperation from the state or perhaps assumed and played a naive roll on this issue, figuring that with enough time and sales, Del Webb would no longer be associated with the problem - leaving the homeowners at risk and without reasonably priced water.

I believe the rate increase should be fully investigated and ALL options reviewed, then submitted to homeowners who stand to lose even more of their investment in their Arizona homes. A water rate increase of the magnitude suggested by Arizona American Water would be devastating to a community that is a valuable economic portion of Maricopa County, ergo the state. As we are all deeply affected by these very difficult and unprecedented economic times, we deserve a fair and equitable solution to this issue.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

As a home owner, I do not expect "something for nothing" and I will not sit idly by while this rate increase is reviewed. American Arizona Water needs to fully disclose to all parties, especially the Commission, all the options which might be out there to mitigate this increase and allow them to provide water and sewer service to their customers.

In your capacity as a commissioner, please give this matter your full attention and investigate it completely.

Thank you,

Janet and Frank Matraw

Antem, AZ. 85080

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/17/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/17/2010

Opinion No. 2010 - 85802

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: 1001

Priority: Respond Within Five Days

Opinion **No.** 2010 **85545**

Date: 3/5/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Joan **Kampmeyer**

Account Name: Joan Kampmeyer

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Opinion Opposed to Sun City Water & Wastewater Consolidated:

Customer ask's the Commission to please deny AAWC request to consolidate and increase rates. Per customer, her monthly income is less than \$1000.00 a month which is extremely difficult to live on. Customer's husband recently past away and there is no way she can afford any type of increase in rates as she is already struggling to get by.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that her comments and concerns will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Customer appreciates staff's time and assistance in this matter. CLOSED

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85545

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85804

Date: 3/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Ruthmarie Arguello Sheehan**

Account Name: Ruthmarie Arguello Sheehan

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10 *****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ AMERICAN *****SUN CITY*****OPPOSED
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

From:

Sent: Sunday, February 28, 2010 5:55 PM

To:

Subject: AZ American water Rate Increase and Consolidation

Hello,

As a 25+ year resident of SUN CITY AZ, I am writing to voice my strong opposition to the proposed Water and Waste Water Rate consolidation as well as the proposed increases in Rates. We residents of SUN CITY already live on very fixed incomes

and will be very negatively affected by not only increases in our own water and waste water increases but also by the effect it will have on our Non Profit RCSC as well.

We in Sun City had our own wells that are some of the cleanest water in the area. When we had AZ American take over, we were told we would always be our own area and rates could be kept low because of this quality. Consolidation would put us in with districts/areas that do not have the this quality . PLEASE DO NOT allow this consolidation of Sun City with other areas and PLEASE DO NOT allow these rate increases.

Thank you!

Ruthmarie Arquello Sheehan

Sun City, AZ 85351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Adelantein@aol.com

623-977-9790

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/17/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 3/17/2010

Opinion No. 2010 - 85804

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85799

Date: 3/17/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
John **Ballou**

Account Name: John Ballou

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10*****REFERRED BY CHAIRMAN MAYES' OFFICE*****

REFERENCE: PROPOSED AZ AMERICAN RATE INCREASE*****ANTHEM*****
Docket No. W-01303A-09-0343 & SW-01303A09-0343

From: Lynette and John Ballou
Sent: Sunday, February 28, 2010 7:55 PM
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web
Subject: Proposed Anthem water rate increase

My name is John Ballou. My wife and I live at I would like to voice our strong opinion that the increase is unfair and will put an undeserved burden on Anthem residents. In addition it will further negatively impact our real estate values.

Regards,

John
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/17/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 3/17/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 85799

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85805

Date: 3/17/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert & Elizabeth Bergin**

Account Name: Robert & Elizabeth Bergin

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/17/10*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: AZ American*****ANTHEM*****OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Bergin Elizabeth
Sent: Sunday, February 28, 2010 6:32 AM
To: Mayes-WebEmail
Subject: Anthem water rates

Please don't let our water rates increase here in Anthem. We need you to support our efforts to maintain our homes and community and this projected increase will be a terrific strain to both our individual and municipal budgets.

Thank you for your time.

Robert and Elizabeth Bergin

Anthem, r
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/17/10 Comments entered for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 3/17/2010

Opinion No. 2010 - 85805

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85855

Date: 3/19/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Jerry**

Lavelly

Account Name: Jerry Lav

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/19/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

REFERENCE: Arizona American Water*****SUN CITY*****OPPOSED

From: Jerry Lavelly [
Sent: Friday, March 19, 2010 12:23 PM
To: Mayes-WebEmail
Subject: Sun City Water Rates

Do NOT raise my water rates. Keep Sun City separate from other districts. Let them pay for their own treatment. We do NOT want Socialism at the local level either.

Jerry Lavelly

85373

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/19/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 3/19/2010

Opinion No. 2010 - 85855

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM
